

RE: fee remit

Von: **Masterman, Louise** (lm32@leicester.ac.uk)
Gesendet: Freitag, 4. Dezember 2009 17:23:37
An: 'kevin galalae' (kgalalae@hotmail.com)

Dear Mr Galalae

Thank you for your e-mail.

Dr Rofo has passed me your recent correspondence concerning your withdrawal from the course and a refund of fees.

The University's standard refunds policy is that where a student withdraws during a course a pro-rata refund is offered after the standard withdrawal penalty for the course is applied. Any request for a refund on the grounds that a student is dissatisfied with course provision should be treated as a complaint and dealt with under the formal complaints procedure.

My understanding is that you have indicated that you wish to withdraw and you have been offered a refund in line with the above policy. I also understand that you have expressed dissatisfaction with the course so you therefore need to follow the formal complaints procedure to raise these issues and your request for a full refund.

The Complaints Procedures is outlined in the regulations but you can also find the procedure and relevant documents on the Registry website at
<http://www.le.ac.uk/academic/registry/studentindex.html>

In the first instance a complaint should be addressed to the relevant Head of Department, in this case, Professor Phythian as Head of the Department of Politics. As you will see if you are not satisfied with the outcome there are two further stages to the process at University level with recourse to the Office of the Independent Adjudicator for Higher Education thereafter.

I hope that this information is helpful.

Regards.

Louise Masterman

Mrs Louise Masterman
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Times Higher Education University of the Year 2008/09

From: kevin galalae [mailto:kgalalae@hotmail.com]
Sent: 04 December 2009 07:29
To: lm32@leicester.ac.uk
Subject: fee remit

Dear Mrs. Masterman,

Dr. Rofo has informed me that as Principal Assistant Registrar of the Quality Office you will be dealing with the issue of reimbursing my fees. I am not aware if Dr. Rofo has furnished you with details, but should you need to hear from me I will be more than happy to send you a file that explains my decision and the basis on which I am requesting a full refund on my fees.

Please let me know when I can expect to hear from you.

Sincerely,

Kevin Galalae